

# **BUSINESS RESPONSIBILITY REPORT**

## **SECTION A: GENERAL INFORMATION ABOUT THE COMPANY**

1. **Corporate Identity Number:** L22200MH1984PLC034055
2. **Name of the Company:** Navneet Education Limited
3. **Registered office Address :** Navneet Bhavan, Bhavani Shankar Road, Dadar (West), Mumbai-400028.
4. **Website:** [www.navneet.com](http://www.navneet.com)
5. **E-mail Id:** [investors@navneet.com](mailto:investors@navneet.com)
6. **Financial Year reported:** 2018-19
7. **Sector(s) that the Company is engaged in (industrial activity code- wise) :**

<b>Name and description of main products</b>	<b>Description</b>	<b>*Industrial Group</b>
The Company is engaged in the business of publication of education and non-education books and manufacture of paper and non -paper stationery	Publication	5811
	Stationery	17099

\*As per National Industrial Classification

### **8. List of three key products/services that the company manufactures/provides(as in balance Sheet):**

**Publication : (a) work books (b) Children Story Books (c)General books**

**Stationery : (a) Long books(b) Short Books(c) file folders**

### **9. Total number of locations where business activity is undertaken by the Company:**

**(a) Number of International Locations (Provide details of major 5):** Nil

**(b) Number of National Locations :**

The Company has its presence in the State of Maharashtra and Gujarat with its Registered Office situated at Mumbai and manufacturing units situated at(i) Village Dantali - Dist. and Tal. Gandhinagar, (ii)Silvassa and (iii)Village Khaniwade, Tal. Vasai, Dist. Palghar.

### **10. Markets served by the Company- Local/State/ National/International:**

In addition to Indian Market, the Company also exports its stationery products to USA, Europe, parts of Africa and Middle East.

## **SECTION B: FINANCIAL DETAILS OF THE COMPANY**

1. Paid -up Capital: Rs.4,577 Lakhs
2. Total Turnover (including other income): Rs. 137992 Lakhs
3. Total Comprehensive Income After Tax: Rs.18139 Lakhs
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax(%)  
(i) 4.28 % of Total Comprehensive Income After tax for FY 19.

(ii) 3.45 % of average Net Profit for last three financial years.

5. List of activities in which expenditure in 4 above has been incurred:

Medical aid and preventive care, Education support to deprived students, tribal livelihood development , community infrastructure development and vocational training.

#### **SECTION C: OTHER DETAILS**

1. Does the Company have any Subsidiary Company/ Companies? Yes. The Company has 3 (three) subsidiary companies as on 31<sup>st</sup> March, 2019.
2. Do the Subsidiary Company/ Companies participate in the BR initiatives of the parent company? If Yes, then indicate the number of such subsidiary company(s).  
Given the current size and scale of operations, subsidiary companies, as of now, are not engaged in initiatives process of the Company OR There is no participation.
3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? if yes, then indicate the percentage of such entity/ entities[(less than 30%,30-60%, More than 60%)]  
No. Other entities with whom the Company does business with viz. suppliers, distributors etc. do not participate in the BR initiatives of the Company.

#### **SECTION D: BR information**

1. Details of Director/ Directors responsible for BR:

(a)Details of the Director/Directors responsible for implementation of the BR policy/policies

Shri Atul J. Shethia- Whole time Director DIN: 00094108

(b) Details of the BR head

The Company does not have BR head as of now. Shri Atul J. Shethia , Whole time Director would oversee BRR implementation.

2. Principle-wise (as per NVGs) BR Policy/policies?

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These are as under:

P1- Business should conduct and govern themselves with Ethics, Transparency and Accountability.

P2- Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

P3- Businesses should promote the well- being of all employees.

P4- Businesses should respect the interest of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

P5- Businesses should respect and promote human rights.

P6- Businesses should respect, protect and make efforts to restore the environment.

P7- Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

P8- Businesses should support inclusive growth and equitable development.

P9- Businesses should engage with and provide value to their customers and consumers in a responsive manner.

(a) Details in compliance (Reply in Y/N)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	
1	Do you have policy/policies for?	Y	Y	Y	Y	Y	Y	Y	Y	Y	
2	Has the policy being formulated in consultation with the relevant stakeholders?	All the policies have been formulated in consultation with the Management of the Company.									
3	Does the policy confirm to the national /international stakeholders?	All the policies are compliant with respective principles of NVG guidelines.									
4	Has the policy been approved by the Board? If yes, has it been signed by MD/ owner/ CEO/appropriate Board of Directors?	The mandatory policies under Indian Laws and regulations have been adopted by the Board of Directors and signed by the Managing Director. Other operational internal policies are approved by the management.									
5.	Does the Company have specified committee of the Board/Directors Official to oversee the implementation of policy?	The Board has appointed Shri Atul J. Shethia, Whole time Director to oversee policy implementation. The Company does not have BR head as of now.									
6.	Indicate the link for the policy to be reviewed on line	Mandatory policies viz. CSR Policy, Insider Trading Policy, Code of Conduct are available on Company's website.									
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes									
8.	Does the Company have an in-house structure to implement the policy/policies?	Yes									
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes									
10.	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	The policies are evaluated regularly by the CEO and/ or respective senior executives.									

2. If answer to the question at serial number 1 against any principle, is 'No', please explain why (tick up to 2 options): N.A.

3. Governance related to BR :

(a) Indicate the frequency with which the Board of Directors Committee of the Board of Directors or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.

The Company assess the BR performance annually.

(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

The BR report is available on company's website [www.navneet.com](http://www.navneet.com) . It will be published annually.

## **SECTION E : PRINCIPLE-WISE PERFORMANCE**

### **Principle 1-Businesses should conduct and govern themselves with Ethics, Transparency and Accountability**

1. Does the policy relating to Ethics, bribery and corruption cover only the Company ? Yes /No. Does it extend to group/Joint Ventures/Suppliers/Contractors/ NGOs? Others?

The Company has defined code of conduct for Directors and all employees that covers issues , inter alia, related to ethics and bribery. The Company acts with integrity in accordance with values of responsibility, excellence and innovation where the \company does business. Compliances and adherence to the law and Company's own internal regulations are integral to the Company. It covers dealing with suppliers, customers and other business partners.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management ? If so, provide details thereof, in about 50 words or so.

During the year under review, the Company has not received any complaints under investigation mechanism.

### **Principle 2 – Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.**

1. List up to 3 products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

The Company has always continues to believe and incorporate environment friendly initiatives and business practices in its operations as much as possible.

The Company's products do not contribute to any environmental concern/risk/opportunities except for some of the materials used in their manufacturing process as mentioned below.

- Our products are mainly paper based. Usage of paper made from trees and thereby forest depletion is a concern in general. To mitigate this, we continue to use bagasse and FSC paper in our production in place of regular paper.
  - To reduce the risk of using solvent based printing ink we take proper precautions while storage and consumption. Also, we follow safe disposal procedures and dispose off to government authorized vendor only.
  - The risks associated with PVC based adhesive used in our binding function are reduced by safe handling procedures and proper disposal to government authorized vendor.
  - We process regular wastages through in-house treatment plants. All hazardous wastes are disposed off to the government authorized vendor.
2. For each such products, provide the following details in respect of resource use(energy , water, raw material etc.) per unit of product(optional)

(a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

The Company do not have an exclusive tracking system for measuring the resources used for separate processes or per product due to numerous types of products involving multiple processes.

Following are some of the measures to combat the environmental effects of the raw materials that Company use. These again depend on the products the Company produces as per the market or customer demand. As far as possible the Company try to balance between its commercial and environmental concerns.

<b>Particulars</b>	<b>FY 17-18</b>	<b>FY 18-19</b>
Usage of FSC Paper in stationery division	44%	47%
Usage of Bagasse Paper	5%	39%
Usage of Recycled & Agro based paper	16%	21%
Usage of Water Based Ink	64%	70%
Usage of Starch Based Adhesive	47%	49%
Usage of solar power	1600 KWH/day	1600 KWH/day
Reduction in electricity consumption by using more natural light by way of sky lights	20000 units / year	20000 units / year

(b) Reduction during usage by consumption (energy, water) has been achieved since the previous year?

Not Applicable

3. Does the company have procedures in place for sustainable sourcing (including transportation)?
- (a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

- The Company's major sourcing is for paper which constitutes 80% of its raw materials used. The Company ensures to purchase paper from well known, respected brands. Many of them are ISO 14001 certified ensuring compliance to environmental issues.
  - The Company use FSC certified paper sourced from FSC certified plants ensuring sustainability.
  - The Company has started using alternative transportation through sea route by ships instead of the regular road transportation and saved fuel, time and money. (4757 Ton Paper procured using sea route)
  - We continue to educate our vendors through meetings, visits to their factories, slogans on Company's purchase orders, etc. Last year the Company added an advise on all its purchase orders for vendors to use safe and eco friendly packing material.
  - All transporters are advised, as part of the agreement with them, to keep their vehicles in good condition and keep all papers of the vehicles and drivers up to date and valid. The Company do not allow any vehicle which is not having valid certificates including PUC certificate inside the factory nor use them for our transportation purpose.
4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?
- (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The Company is committed to the improvement of the surrounding localities of its factories. We take measures to uplift the life styles of the local people living around its factories. The Company ensure this by following below practices.

- Outsourcing : The Company continue to do 50% of its outsourcing in the local areas within 20 kms. surrounding its factories.
- Procurement : First preference is given to localized procurement in the nearby areas of the factories as always. The Company's search for improving the local vendors to make indigenous purchases is a continuous process.
- Employment : Local man power is preferred for recruitment.
- Packing : 30% of Company's non-paper stationery packing is done in the vicinity of its factories.
- The Company has developed and encouraged local factories across India to service its different sales areas. For example: It has vendors developed at Bangalore, Nagpur, Pune, etc., to cater to the sales in various regions of India.

- It trains local people for development in the areas of their work and life style skills.
  - It supports and train its surrounding areas vendors employees in improving their financial stability by making them follow all the welfare schemes of the government like PMSBY, PMJJY, medical schemes, getting PAN cards, Aadhar cards, bank accounts, etc.
  - It gives the local vendors trainings in machine maintenance & quality improvement to help them increase their business and profitability.
  - It provides free school books for the children of the vendors employees.
  - As a part of its CSR activity, it provide free medical assistance to many villages surrounding factories where its vendor factories are located helping the families lead a better life.
  - It provide student and teacher development programmes and distribute free books in the tribal and other government schools in the surrounding areas including those of its vendor factories.
5. Does the Company have a mechanism to recycle products and waste? If Yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%,>10%) Also provide details thereof, in about 50 words or so.

Scrap management is given utmost importance by the Company.

The Company has reduced its scrap holding area and started daily scrap disposal for all the major items. This ensures proper control on scrap and timely recycling of them.

Majority of Company's scrap is recyclable. Waste paper which forms majority of Company's scrap is sold back to paper mills for recycling through scrap dealers. The Company also recycle its plastic and card board wastes.

The Company follow all possible waste reduction practices in the production of our goods. The Company train all its employees on different techniques of scrap reduction and ensure they are followed. This helps in reduction of its carbon footprint.

### **Principle 3 Businesses should promote the well-being of all employees**

1. Please indicate total number of employees : 2853
2. Please indicate the total number of employees hired on temporary/contractual/casual basis :639
3. Please indicate the number of permanent women employee :219
4. Please indicate the number of permanent employees with disabilities :22
5. Do you have an employee association that is recognized by Management : No
6. What percentage of your permanent employees is members of this recognized employee association? N.A.

7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment filed in the last financial year and pending as on the date of financial year

Sr.No.	category	No. of complaints filed during the financial year	No. of complaints pending as on end of financial year
1.	Child labour/ forced labour/involuntary labour	Nil	Nil
2.	Sexual harassment	Nil	Nil
3.	Discriminatory employment	Nil	Nil

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?
- (a) Permanent Employees: 27.10%
- (b) Permanent Women Employees : 68.02%
- (c) Casual/ Temporary/ Contractual Employees : 61.14%
- (d) Employees with Disabilities : Nil

**Principle 4 Businesses should respect the interest of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.**

1. Has the Company mapped its internal and external stakeholders? Yes/ No.

Yes. The Company has mapped its internal and external stakeholders.

2. Out of the above, has the Company identified the disadvantaged, vulnerable & marginalized stakeholders.

Yes

3. Are there any special initiatives taken by the company to engage with the disadvantaged vulnerable & marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

The Company has undertaken a unique housing project at Dombivli, Maharashtra for under privileged communities and offered 1008 houses to deserving people from poor economic background at subsidized rates. Primary health care center was development and upgraded to provide quality medical services to the community. Medical examination equipment was provided along with redevelopment of infrastructure facilities. Skill development that would improve the employability of the youth was initiated. Training in repairs and maintenance of white goods and motors was designed to help develop vocational skills.

**Principle 5 Businesses should respect and promote human rights**

1. Does the policy of the company on human rights cover only the company or extend to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others? Partially covered



The Company does not have stated Human Rights Policy. However, few of the aspects are covered in the 'Company's Code of Conduct and Ethics of Employees' and 'Sexual Harassment Policy'.

2. How many stake holder complaints have been received in the last financial year and what percent was satisfactorily resolved by the management?

There were twelve (12) complaints received from equity shareholders during the financial year 2018-19. Two(2)complaints were pending to resolve as on 31<sup>st</sup> March,2019. However, the said two complaints were resolved -post 31<sup>st</sup> March,2019.

**Principle 6 Businesses should respect, protect and make efforts to restore the environment.**

1. Does the policy related to Principle 6 cover only the company or extends to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/Others.

The Company continues to show its commitment to the environment sustainability by having and following environment, water & energy conservation policy and health & safety policies which works towards providing an environmentally sound and safe work atmosphere. All the employees are trained and aware of their responsibilities towards conservation, health and safety.

The Company's policies extend to its whole group and associated parties.

The Company takes care to increase the awareness of our suppliers, vendors, contractors and others with whom it deals by printing the required environment friendly instructions and what the Company expects out of them on all its communications with them like purchase orders and service orders. In addition to the older instructions, this year it has added an extra advise asking all our vendors to use safe and eco- friendly packing material as much as possible.

The also send periodic communication to all its vendors and contractors about the company's policies and expectations in being supportive of environment conservation apart from conducting audits.

2. Does the company have strategies /initiatives to address global environmental issues such as climate change, global warming etc.? Y/N. If yes, please give hyperlink for webpage etc.

Yes. The Company has have strategies/initiatives to address global environment issues as follows :

- By increasing awareness of employees and others through training of its policies. All its employees are well aware of their responsibilities towards conservation, health & safety. They take all necessary steps to reduce the effects of our operations on environment.

- The Company operates in a sustainable manner managing material, energy and water consumption by using the same efficiently, wisely and responsibly.
- The Company's environment policy guides it in ensuring compliance of all related environmental issues and controls by way of waste management, pollution control, etc.
- The water & energy conservation policy supports and enhances the Company's commitment to environmental sustainability and encourages changes in individual behaviours, actions, and processes.
- The communicate with its suppliers, vendors, contractors, etc. about being environment friendly and our expectations regularly. The Company do this by printing slogans, etc. on all its purchase orders, mails, etc. and by periodical communication about our policies and practices in being environment friendly.
- The Company conducts social compliance audits of our vendors as per BSCI norms.
- The Company conducted energy audits in its factories to assess and took necessary corrective actions to minimise energy consumption.
- The Company's plants have following certifications which are renewed on regular basis show casing its commitment to our EHS initiatives.
  - BSCI – A Grade
  - WCA
  - Sedex Members Ethical trade Audit (SMETA)
  - ISO 9001 : 2015
  - ISO 14001 : 2015
  - OHSAS 18001 : 2007
  - WAREX – Warehouse Excellency Award, Platinum and Gold Grades awarded repeatedly to our warehouses by Institute of Logistics, CII
  - FSC Certification by Forest stewardship Council

Responsible Sourcing/social audits for customers like Walmart, Target, Office Depot, Lidl, etc. are successfully completed. All the compliance audits of new clients are attended to and successfully completed which shows its continuous up gradation to all new requirements.

3. Does the Company identify and assess potential environmental risks? Y/N

Yes. The Company conduct Environment Risk assessment for all its processes and activities and take precautions / corrective actions as per the analysis. This is done annually or whenever any new activity is introduced.

4. Does the Company have any project related to Clean development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

The Company believes in clean development mechanism and has taken up many projects shifting the focus onto the clean development mechanism and thereby reduce its carbon footprint. Some of them are as follows :

- a. India has rich availability of sunlight. In order to tap this natural resource we have installed sky pipe technology to use focused sun light instead of electricity for lighting the plant. Until now we have installed the same in many of our buildings to save power of 5.04 kwh units/hr.
  - b. In the last year, Additional 100 KW of power is generated by solar panels. Until now we have installed 376 KWP capacity roof top solar panels for its factory usage. The Company use this solar power to be used in place of regular power consumption of factory which is reduce by more than 50%.
  - c. The Company has installed capacity of 4.8 MW of wind power. In the FY 18-19, and generated 77,37,975 units of power.
5. Has the company undertaken any other initiatives on- clean technology, energy efficiency, renewable energy etc. Y/N. If yes, please give hyperlink for web page etc.

Apart from the points mentioned in point no. 4 above, the Company also follow below initiatives in its plants to reduce environmental impacts. There are many new initiatives taken in additional to previous ones which are listed below:

1. **Clean Technology :**

- We use Bagasse and FSC paper in manufacturing to reduce the forest depletion.
- We test the plastics and other relevant materials for compliance of REACH, SVHC and use only safe materials.

2. **Power Consumption :**

- Production is run on solar power as much as possible. At present we are producing approximately 5,25,000 KWH per year in-house with the help of solar panels.
- We have installed sky pipes, an unique solution to use focused day light inside the buildings. By using this, we have increased the lux levels from 150 to 300. Power saved is calculated at 5.04 kwh/hour with the amount saving of Rs.23 per hour.

- Natural light is used majorly during day time by using polycarbonate sheets in the roof and side walls to allow daylight inside the warehouse.
- By replacing the air compressors we use for cleaning by air guns and other alternative methods for cleaning, we have saved around 127KW/ day of power usage amounting to around R.5,00,000 per year.
- Lights used in the plants are 28 Watts tube lights of T5 variety which ensures more lighting with less power consumption.
- All the computers are with the settings to go into sleep mode if inactive for three minutes. This ensures minimum power consumption when computers are not in use.
- The inside temperature of the plants are kept low by 4-5 degrees Celsius by insulating the building by smart board.
- Roof is insulated by fibre glass insulation with aluminum foil to keep temperatures low by reflecting sunlight.
- Instead of providing additional lights to increase lux levels in production, it has rearranged the lights to provide almost 50% more lux with same number of lights.
- The Company maintains all its electrical equipment in proper condition. Systems are set so that minimum power is consumed.

**3. Transport :** In continuation with Company's sustainability initiatives, it has started ocean transport of our raw material in place of road transport, thereby saving on fuel, time and money.

While making agreements with transporters, the Company insists that vehicles with PUC and proper maintenance only need to be used for its purposes. Without PUC, no vehicle is allowed within Company's premises nor used for loading and unloading purposes.

**4. Environment Initiatives :**

- The Company is maintaining more than ten thousands trees and plants in its factories to increase the green cover. The Company has started the concept of garden green in our factories, where in it covers as much open place as possible with greenery including lawns. The Company add around 300-400 trees every year in its factories.
- Rain water harvesting is done by way of self constructed pond and wells in Company's plants.
- Solar heater used for heating water and cooking in canteen operations.

- Additional 100 KW of power is generated by installing solar panels. As of now total 1600 KWH of solar power is generated per day which amounts to approx. 5, 25,000 KWH in a year.
  - By generating power by solar panels, we are also reducing CO2 emissions by around 450 tons per year which is required to generate equal amounts of power in India.
6. Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?
- Yes. We conduct periodical emission / waste water testing as per norms and confirm that the parameters are maintained within the levels prescribed by the PCB.
7. Number of Show Cause/ legal notices received from CPCB? SPCB which are pending) i.e. not resolved to satisfaction) as on end of Financial Year.: Nil

**Principle 7 Businesses when engaged in influencing public and regulatory policy should do so in a responsive manner**

1. Is your Company a member of any trade and chamber or association? If yes, Name only those major ones that your business deals with:

The Company is member of:

- Indian Merchant's Chamber
- The Federation of Educational Publishers in India
- Bombay Booksellers & Publishers Association
- The Federation of Indian Publishers
- CAPEXIL
- Gujarat Chamber of Commerce & Industry

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/ No. If yes specify the broad areas(drop box: Governance and Administration, Economic Reforms, Inclusive development Policies, Energy security, water , Food Security, Sustainable Business Principles, Others) :No

**Principle 8 Businesses should support growth and equitable development**

1. Does the Company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

The Company believes that growth is possible when the people of the society are developed and have access to quality community services. The company has contributed towards development in the sectors of health and medical care, education improvement, tribal development, sports development and animal welfare.

**Health and Medical care**

NGOs working in the field of health and medical services are supported to provide quality medical services to the patients. Surgeries, long term treatment of ailments such as cancer, kidney dysfunction, and others are provided with medical aid.

### **Education improvement**

Education aid is provided to orphaned and underprivileged children to enable them to empower themselves through quality learning. Remedial classes are conducted for children to enable them to cope with the learning gaps and are then mainstreamed in regular schools.

### **Tribal Development**

Income generation program for women in the tribal region helps improve the quality and standard of living. Agriculture development through seed distribution and fruit plants helped the people in the tribal region. Paramedic services were made accessible to the patients.

### **Community Infrastructure Development**

Primary health care center was development and upgraded to provide quality medical services to the community. Medical examination equipment was provided along with redevelopment of infrastructure facilities.

### **Vocational training**

Skill development that would improve the employability of the youth was initiated. Training in repairs and maintenance of white goods and motors was designed to help develop vocational skills.

## **2. Are the programmes/projects undertaken through in- house team/own foundation/external NGO/government structures/any other organization?**

Developmental programs / projects are implemented through own foundation (Navneet Foundation) and external NGOs. The in-house team supports co-ordination with partner NGOs. Navneet Foundation implements a mobile medical program that provides primary health care services to tribal in Vasai Tehsil, Thane and digital education program in various parts of Maharashtra state. The owned foundation implemented teachers' training program in 6 districts, where 5879 teachers were trained through 108 sessions during this year. The team works closely with the education department to understand the needs, identify resource persons and co-ordinate training programs for teachers in various parts of the state.

## **3. Have you done any impact assessment of your initiative?**

Impact assessment is done by regular visits to implementing partners and mid-term reports and other documents submitted by the partner NGOs. Education programs implemented as assessed through the success of academic reports of children in school. Feedback is obtained in written from each participant of Teachers' Training program which helps improve the program content and delivery.

**4. What is your company's direct contribution to community development projects-Amount in INR and the details of the project undertaken.**

The companies contribution of Rs. 7,76,66,158/- to various community development projects implemented through partner NGOs are described below:

<b>Sector</b>	<b>Amount Spent (Rs.)</b>
Medical and Preventive care	1,69,00,158/-
Education support to deprived students	4,54,66,000/-
Tribal Livelihood Development	13,00,000/-
Community Infrastructure Development	1,25,00,000/-
Vocational Training	15,00,000/-
<b>Total</b>	<b>7,76,66,158/-</b>

**5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words or so.**

The community participation is evident in the mobile medical program and remedial education program. The villagers provide space to set up medical examination. The remedial education program implemented by partner NGO has successfully mainstreamed students into the regular school through community participation. Community participation is the key strategy for implementing NGOs that leads to the success of the programs supported. Income generation program is run successful by women's group in tribal areas.

**Principle 9 Businesses should engage with and provide value to their customers and consumers in a responsible manner.**

1. What percentage of customers complaints/consumer cases are pending as on the end of financial year.

One (1) consumer case is pending as on year ended 31<sup>st</sup> March, 2019 . In fact, it is an appeal filed by the Company against an order passed by District Forum, Nashik sine the Company feels that Hon'ble District Forum, Nashik has passed an order in favor of the consumer without any merit and there is no violation of any rule or unfair trade practice by the Company.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No /N.A./Remarks(additional information): NA

3. Is there any cases filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year, If so, provide details thereof, in about 50 words or so. : No

4. Did your company carry out consumer survey/consumer satisfaction trends?

For some of stationery brand, consumer survey in the form of feedback by filling questionnaire form is carried out by the Company.